

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3344

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OPENING OF POST OFFICES

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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of post offices and Branch Post Offices proposed to be opened in Karnataka, West Bengal and Jharkhand during the current financial year, district-wise, location-wise;
- (b) the number of post offices opened in urban and rural areas of these States;
- (c) the funds allocated to these States for this purpose during the current year;
- (d) the target set and the achievement made in these States during the year 2004-05;
- (e) the steps being taken by the Union Government to improve the postal services in these States; and
- (f) the time by which new post offices are likely to be opened in these States?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) No targets have been fixed under Plan for opening post offices during the current year. Post offices are being opened on the basis of relocation of existing single and double handed post offices in urban areas as well as EDBOs and EDSOs in normal rural areas that do not fulfil the distance norms, to areas that justify a post office based on all the three norms. This is an ongoing process.

The number of post offices opened in urban and rural areas in Karnataka, West Bengal and Jharkhand till date in 2005-06 are given below:

Karnataka

Urban Area: Bajpe Airport Non Delivery Sub Post Office - Dakshina Kannada District.

West Bengal

Rural Area: Basantapur Departmental Sub post office - District Murshidabad.

Jharkhand

Urban Area: Bokaro Steel Plant Departmental Sub post office - District Bokaro

(c) No funds are being allocated under Plan for this purpose as new post offices are being opened only through redeployment of existing manpower and relocation of existing post offices.

(d) No targets were set for opening post offices in 2004-05. However, details of post offices opened in 2004-05 in Karnataka, West Bengal and Jharkhand through relocation of existing post offices are given below:

Karnataka

Departmental Sub Post Offices - 3 (Urban - 2, Rural - 1)
Extra Departmental Branch PO - 3 (Rural - 2, Urban - 1)

West Bengal

Non Delivery Sub post office - 2 (Urban - 2)

Jharkhand

Non Delivery Sub post office - 1 (Urban - 1)

(e) The measures being taken to improve postal services in these states include the following:

1. Modernization and computerization of major post offices and mail offices.
2. Induction of technology to improve efficiency in postal services.
3. Setting up computerized customer care centres and web based grievance handling system to provide more responsive customer care.
4. Expansion of the postal network to needy areas.
5. Introduction of new products to cater to the needs of specific customer segments.

(f) Post offices are opened subject to compliance of distance, population and income norms and availability of resources under Plan. Hence, no time frame can be set for opening new post offices. It is an ongoing process.